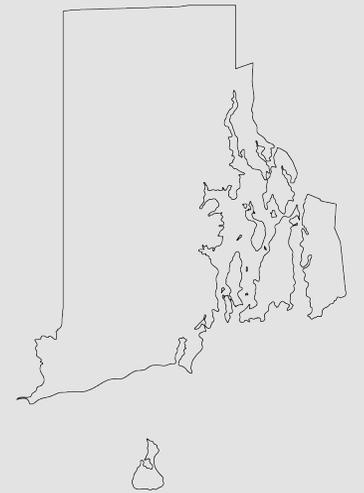


UHIP Turn Around Effort

monthly performance metrics dashboard



Presented by:
Eric J. Beane, Acting Director
R.I. Department of Human Services

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Our highest priority at the Department of Human Services is to provide Rhode Islanders with timely access to benefits. Regular access to accurate, meaningful data is key to achieving this mission.

The State has been working with Deloitte to improve and refine its data. The data included in this dashboard has been reviewed and reflects the best available information at this time. Data is subject to change as improvements are made to the system.

Although we face ongoing challenges, we are now seeing signs of progress. The total number of pending applications declined 20 percent in the month of April, and pending non-medical applications declined by 38 percent.

We will continue to strive for the modern, efficient system envisioned for Rhode Island and to address issues quickly, share timely information, and provide quality service to our customers.

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total pending applications



This graph reflects the total number of new applications in progress in the RI Bridges system, across programs.

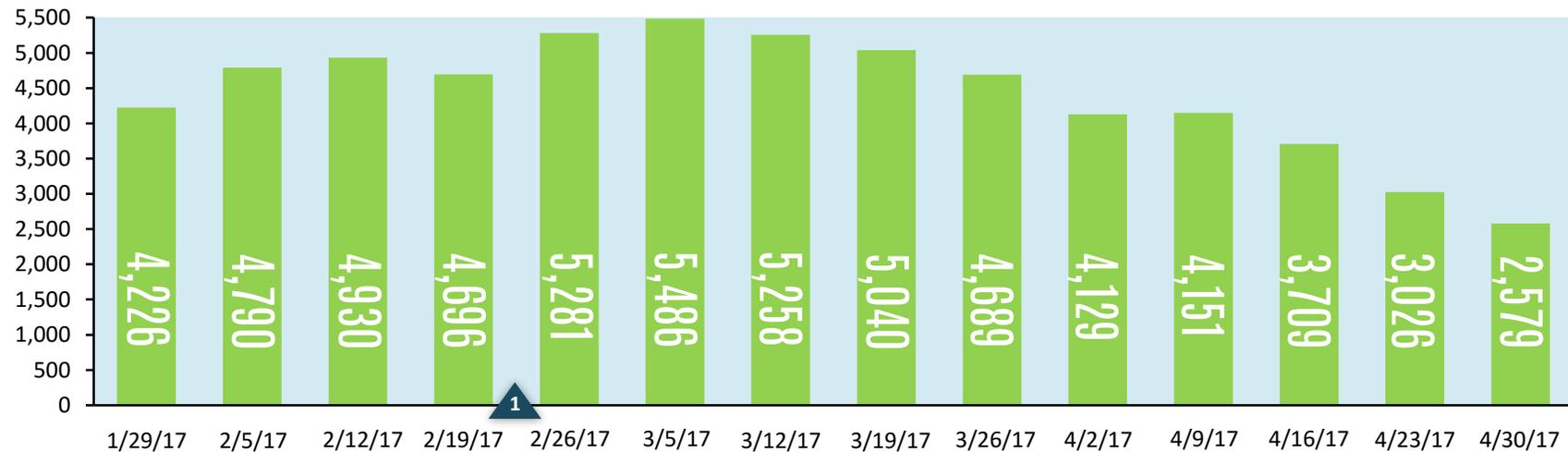
Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

Data on MAGI, Complex Medicaid, Undetermined Medical, Long-Term Care (LTSS), Medicare Premium Payments, SNAP, RI Works, General Public Assistance & Burial, Child Care, & State Supplemental Payments are included.

1. During this period, LTSS was added and Medical cases that are actually changes (vs. new applications) that came in via the customer portal were removed.

non-medical: pending applications

Pending Applications



This graph reflects the number of new non-medical applications in progress in the RI Bridges system.

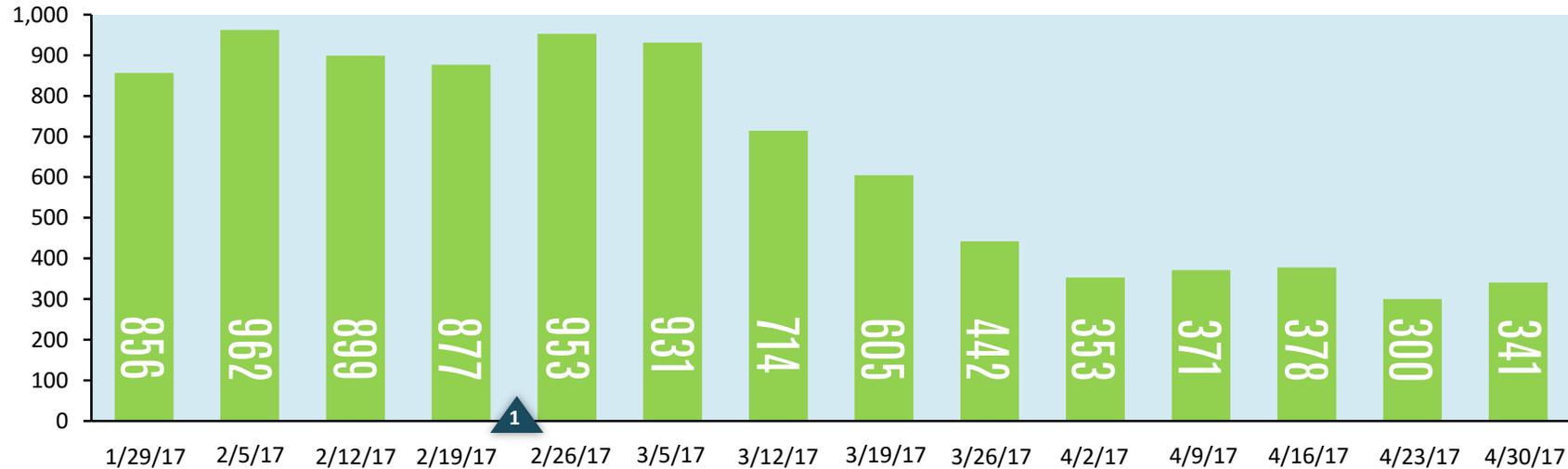
Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

Data on SNAP, RI Works, GPA & Burial, CCAP & SSP are included.

1. The increase taking place between 2/19 and 2/26 was due to the discovery of and registration of old applications that came in through the self service portal.

SNAP expedited: pending applications

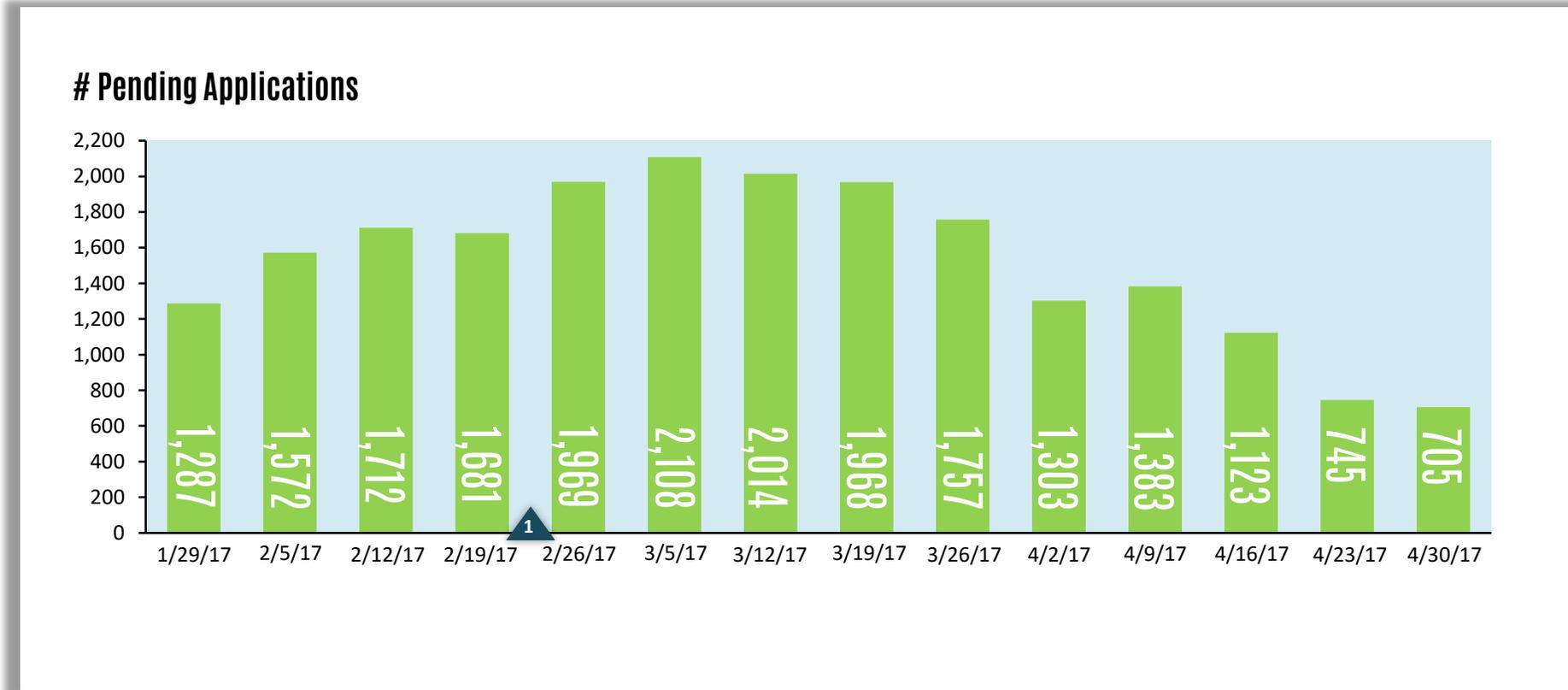
Pending Applications



This graph reflects the number of new SNAP expedited applications in progress in the RI Bridges system.

1. The increase taking place between 2/19 and 2/26 was due to the discovery of and registration of old applications that came in through the self service portal.

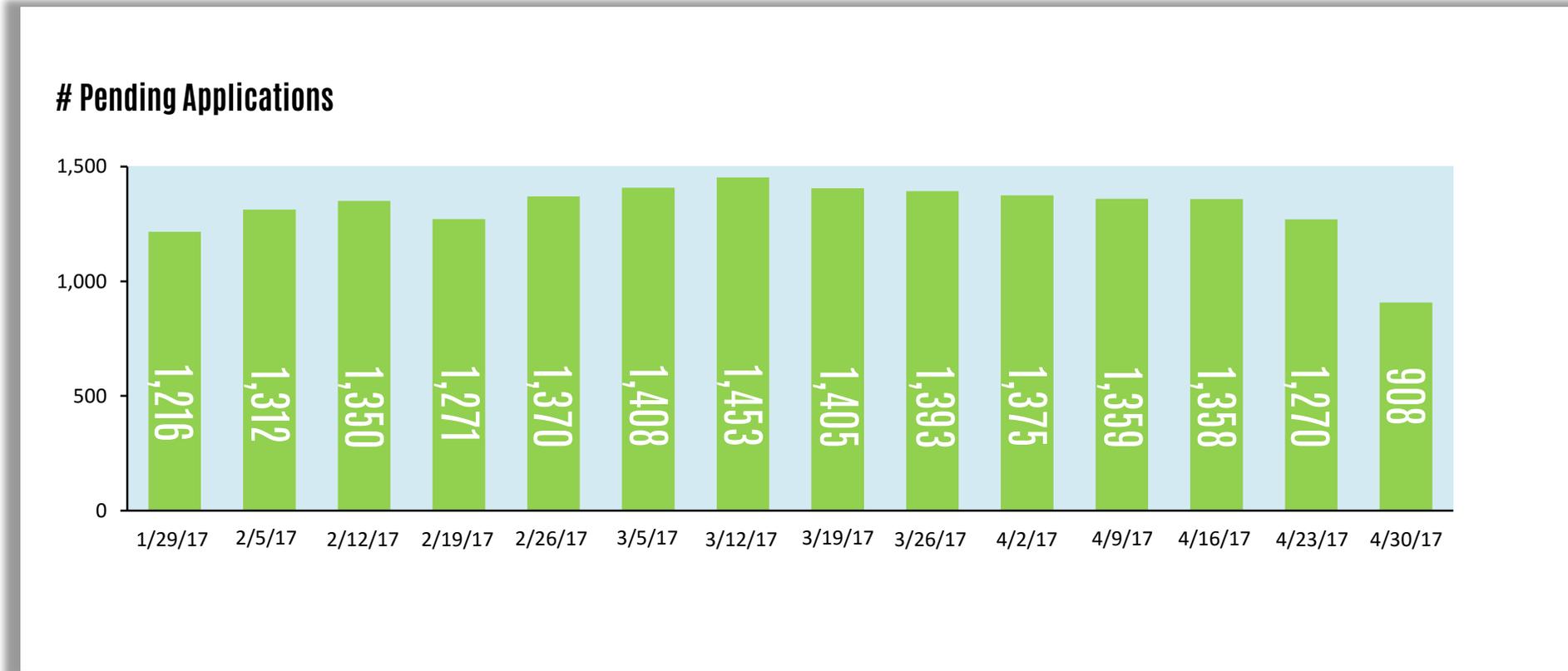
SNAP regular: pending applications



This graph reflects the number of new non-expedited SNAP applications in progress in the RI Bridges system.

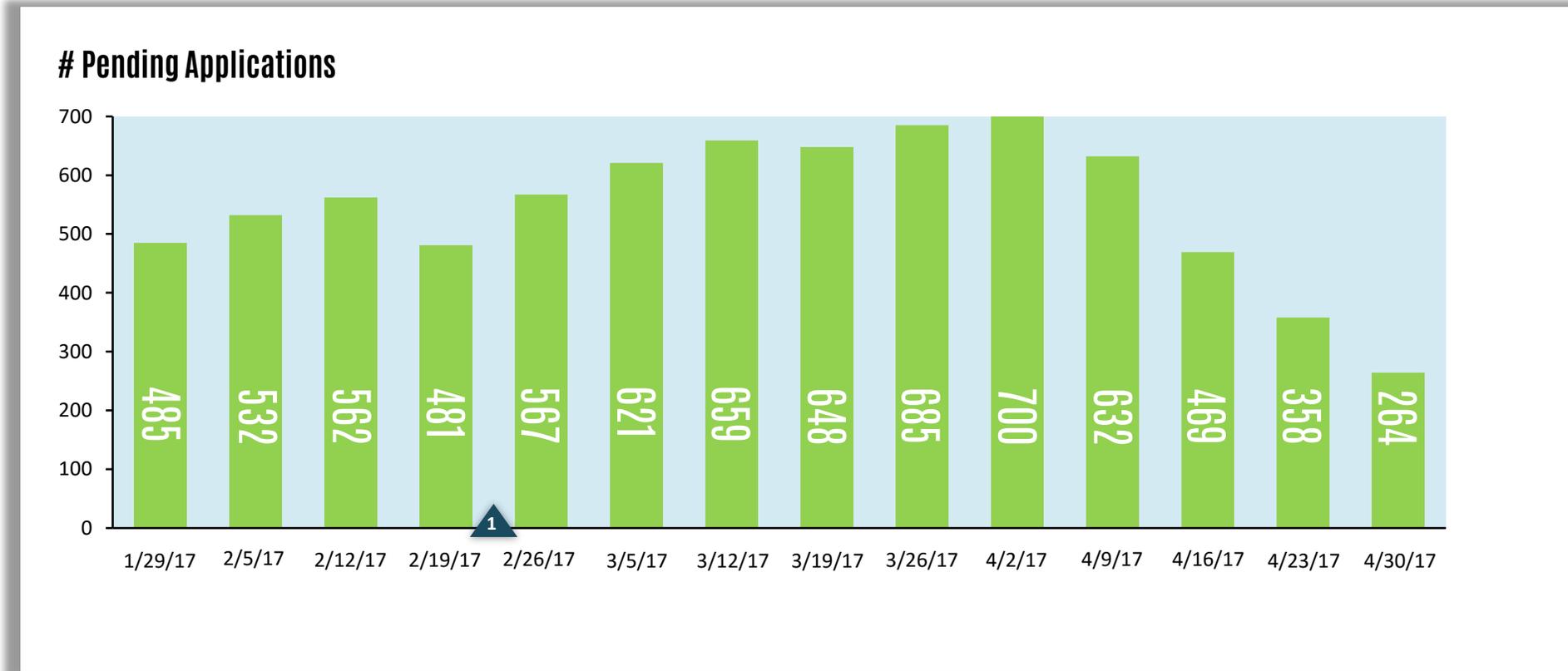
1. The increase taking place between 2/19 and 2/26 was due to the discovery of and registration of old applications that came in through the self service portal.

cash assistance: pending applications



This graph reflects the number of new RI Works and General Public Assistance applications (reported together as “cash assistance”) in progress in the RI Bridges system.

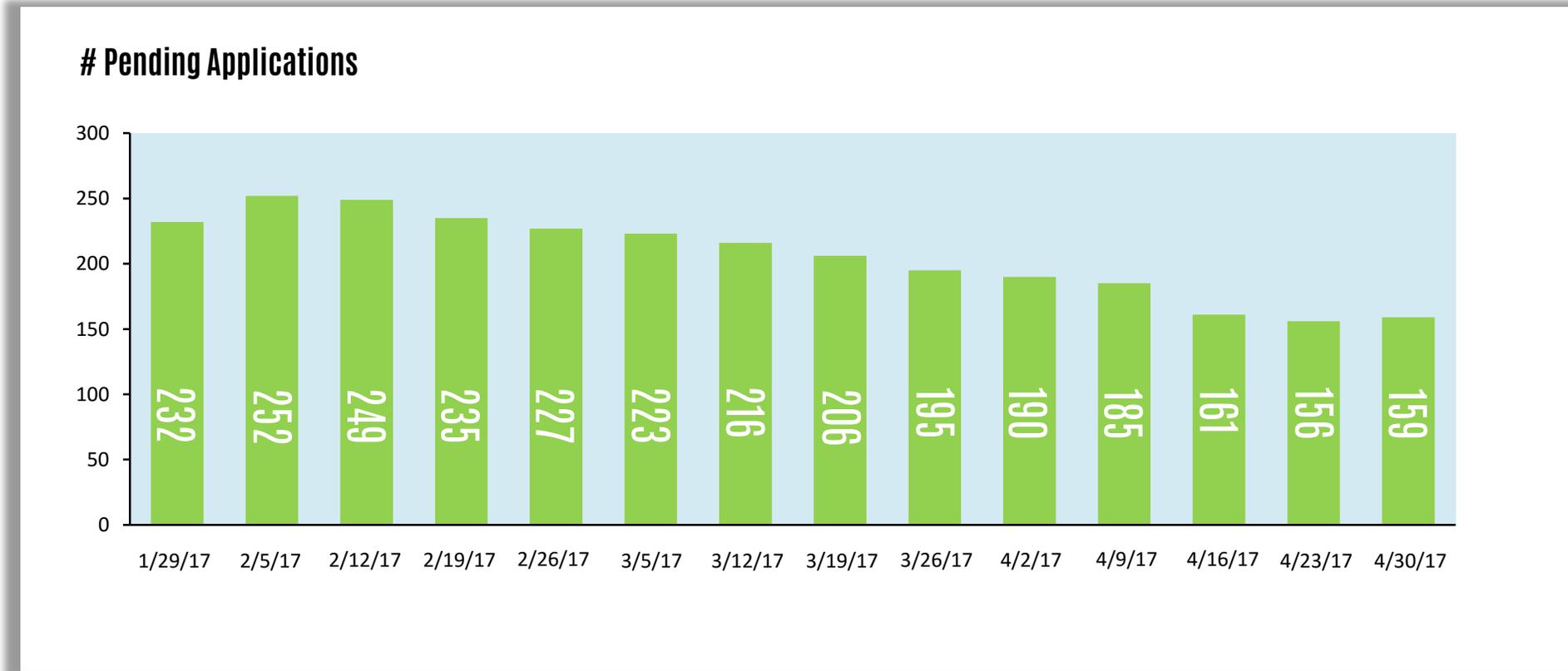
child care: pending applications



This graph reflects the number of new Child Care Assistance Program (CCAP) applications in progress in the RI Bridges system.

1. The increase taking place between 2/19 and 2/26 was due to the discovery of and registration of old applications that came in through the self service portal.

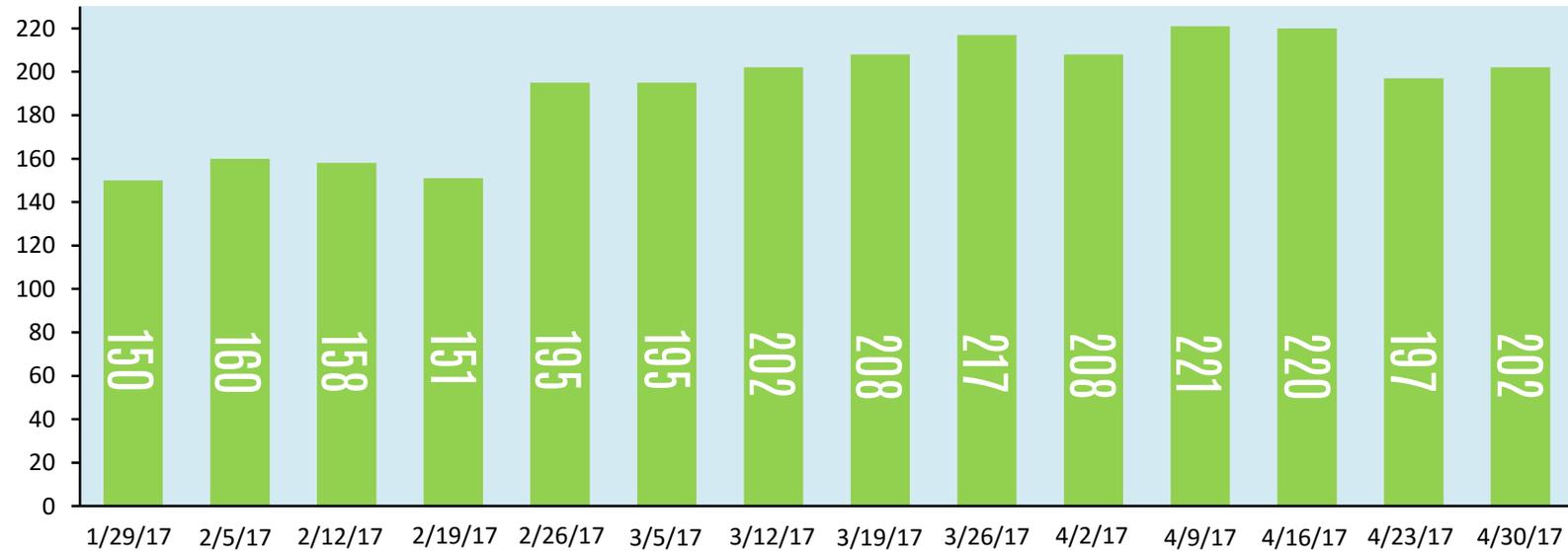
burial: pending applications



This graph reflects the number of new General Public Assistance funeral & burial service applications in progress in the RI Bridges system.

SSP: pending applications

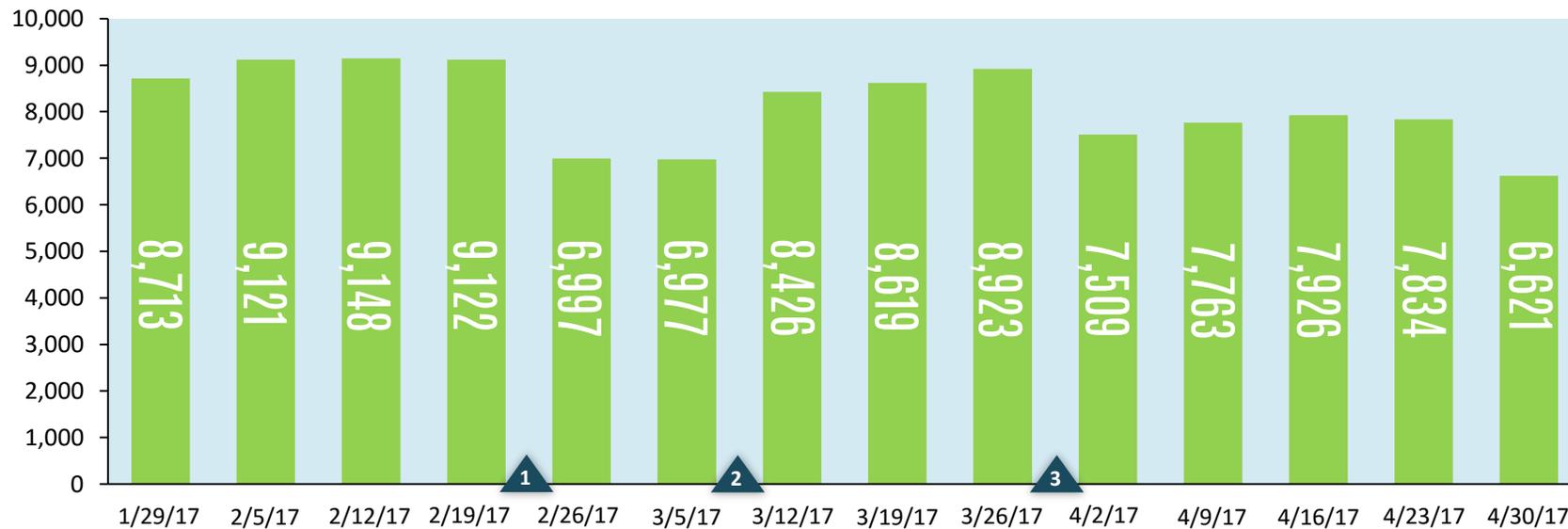
Pending Applications



This graph reflects the number of new Supplemental Security Income, State Supplemental Payment (SSP) applications in progress in the RI Bridges system.

medical: pending applications

Pending Applications



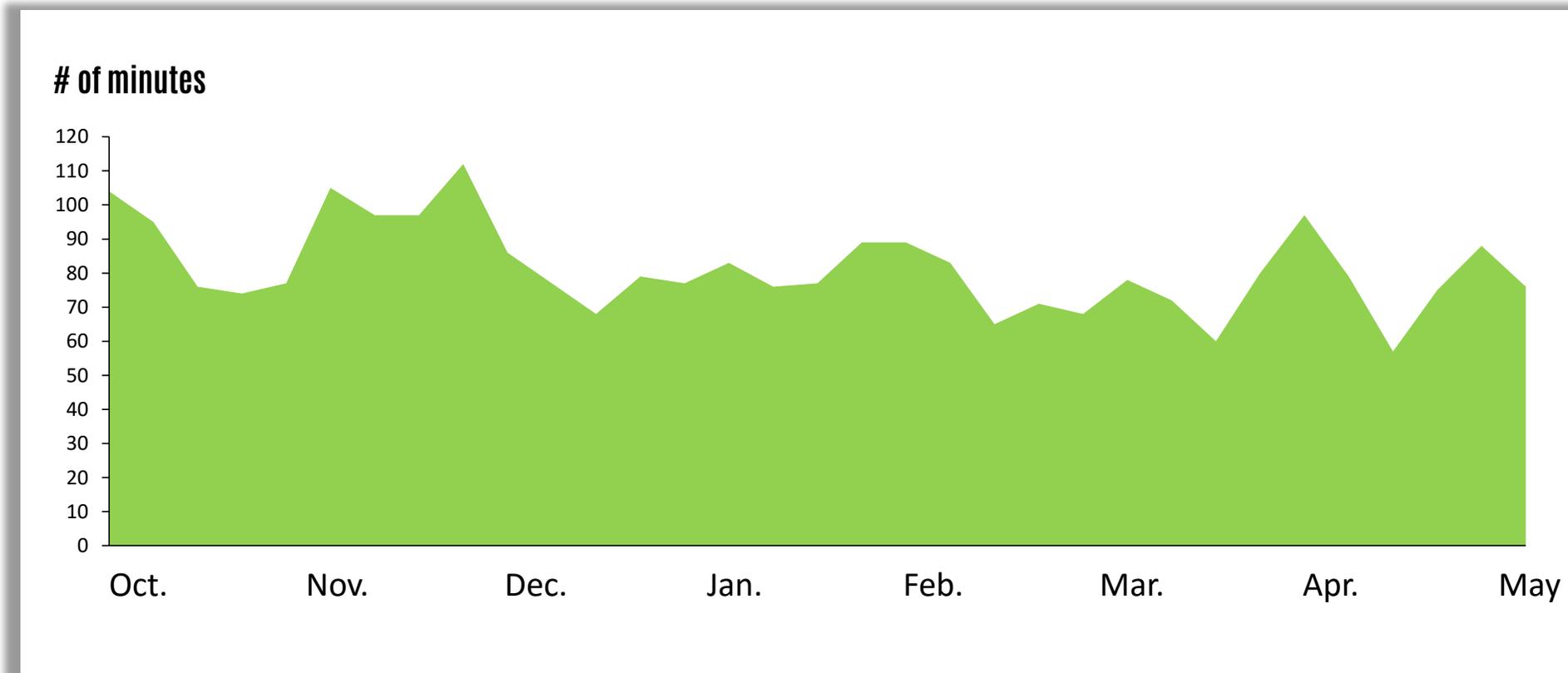
This graph reflects the number of new Medical applications in progress in the RI Bridges system.

Data is based on queries of the RI Bridges database designed by the state and executed by Deloitte.

Data on MAGI, Complex Medicaid, Undetermined Medical, LTSS & Medicare Premium Payments are included.

1. Removed Qualified Health Plans (QHP) given it is not a DHS program with eligibility requirements.
2. Included all records with eligibility determinations for MAGI and Complex Medicaid.
3. During this period, LTSS was added and Medical cases that are actually changes (vs. new applications) that came in via the customer portal were removed.

average lobby wait times



This graph reflects the average wait time in minutes across field offices since October 2016. This data has been coded and provided to the State by Deloitte.

data snapshot:

5/1 pending applications

		SNAP Expd.	SNAP Regular	Cash Assistance	CCAP	GPA - Burial	SSP	MAGI	Undet. Medical	Complex Medicaid	Medicare Premium	Long Term Care	Grand Total
Overdue	Client	189	125	174	18	5	6	399	8	43	42		1008
	DHS	38	49	419	93	136	153	193	1948	187	382		3598
	Total	227	174	593	111	141	158	592	1956	230	424	1498	6104
Not Overdue	Client	53	387	174	34	1	2	247	6	29	4		937
	DHS	61	144	141	119	17	42	47	760	33	163		1527
	Total	114	531	315	153	18	44	294	766	62	167	632	3096
Grand Total		341	705	908	264	159	202	886	2722	292	591	2130	9200

additional definitions

- Overdue..... Indicates if the application has been pending longer than regulation allows, as measured from the date received. SNAP Expedited applications are overdue if they have been pending for more than 7 days. Medical applications are overdue if they have been pending for more than 45 days. LTSS applications are overdue if they have been pending for more than 90 days. All other application types are considered overdue if they have been pending for more than 30 days.
- Not Overdue..... Any application pending for fewer days than the overdue threshold.
- DHS..... Applications are under DHS when pending a worker's action. This is calculated based on an application status queried from RI Bridges.
- Client..... Applications are under client when the client needs to submit more information or missed an interview. This is calculated based on an application status queried from RI Bridges.